



HASEEB RAHMAN

IT Professional CCNA, PMP, ITIL
Qualified

Bachelor in Information Technology

**14+ Year's Professional Abroad
Experience**

Contact Details

+92 300-1088818

haseeb.rehman@live.com

Lahore – PAK

[LinkedIn Profile](#)

Career Summary

** Having more than 13+ year Experience in serving the prestigious organizations performing the diversify roles in IT Department and IT Management.

** Expertise in Hotel IT System and Project Management including but not limited to: IT Governance Infrastructure, IT Security Accounts Management, MIS Reporting with strong command over business administration. Strategic thinker with high level of analytical and problem solving skills significantly contributed in core business activities and handling complete IT Team and department

** A highly responsible, insightful, determined and enthusiastic quick learner who possesses a considerable amount of knowledge and experience in finance & Accounting.

Certification

** Certified ITIL

** Certified CCNA

** Certified PMP

** Certified in E-Commerce & Web Development (HTML, JAVA SCRIPT, ASP, CSS, Dreamweaver, wordpress)

IT Packages

** SAP (Basic)
** ERP System PMS (Opera)
** Security Software
** Cyber Security System
** MYOB (Manage your own business)
** Advance Functionality of Microsoft Excel

Mar 2019 to Present	IT Managed Services Australia & Europe Sydney/Melbourne - Australia IT Support Administrator
Mar 2018 to Mar 2019	Landmark Properties LLC Dubai - UAE Group IT Manager
Jun 2015 to Mar 2018	Somewhere Hospitality Regional IT Manger (Mid-Est & Europe)
Mar 2014 to Jun 2015	Dubai Marine Beach Resort Group IT Manager
Jul 2012 Mar 2014	Jumeriah International LLC IT Manager (Dubai Shared Services)
Mar 2010 Jun 2012	Accor Group IT Manager Pre-Opening (KSA & UAE)
Feb 2009 Mar 2010	Ramada Hotels Al Khobar - KSA IT Administrator

Jun 2008 Feb 2009	Serena Hotels IT Officer
2015	ITIL – IT Management Dubai Training Institute
2010	CCNA – Cisco Certified Professional- Qualified Institute of COMSATS Pakistan
2005	Bachelor Information Technology Al Khair University Islamabad

EDUCATION

CORE SKILLS

IT Tickets Management		Remote Support	
IT Security		Leadership Skills	
Network Administration		RMM & MSP	
Fixed Assets management		IT Infrastructure	
		Strategic Planning	

Key Learning

- Attended a course on IT Security & Cyber Security Skills
- Knowledge of Accounting Principles, Project Cost Accounting, Practices & Procedure and Accounting Standards. Experience in handling Accounting till finalization and Audit, Statutory Auditing, Internal Auditing & Taxation.

Projects

- ** Computer IT System Infrastructure 360 Degree
- ** Analysis on Financial Ratio for a leading company.

IT & Computer Literature

- Window & OS
- MS Office Proficiency
- Email & Internet
- Web Designing and Development
- IT Security & ERP

Training & Development

- ** Attended seminar for “VAT Treatment and Registration for Consumer Businesses in Ajman Saray Hotel”
- ** Attended Seminar for “VAT Implementation ERP Software @ NUF Chartered Accountant “

Languages

English

Arabic

Urdu

Personal Information

Date of Birth 09-09-1982
Address Mirdif Dubai
Sex Male
Marital Status Married
Nationality Pakistani
Driving License Valid UAE

Declaration

I hereby assure that the above information furnished by me is true & correct to the best of my knowledge. I hope that the above mentioned particulars will meet your requirements and if given a chance to prove myself, I assure you that I will do the best to fulfill company's adjectives.

References

References would be provided on request/demand.

Proven Job Roles

1. IT System Administrator – IT Managed Services Australia & Europe (Outsource)

Working as IT System Administrator to provide Technical Remote support to End User and managing team members (Technical Support Engineers) from (3 AM till 12 PM PST) for Australia/New Zealand and Europe from (12 PM till 9 PM) with two different regional time zone.

Over all managing the IT systems infrastructure & Support also their day-to-day business 360 Degree process with technical support over the phone and via email. Managing and handling different Technical Support Engineers directly reporting to myself also heading the Complete Services Support Centre with online ticketing system and having hands-on experience for RMM and MSP manger Solarwinds, Kaseya other MSP manager software's used in Australia, New Zealand & in the Europe Support Microsoft application like office 365, Active Directory and Microsoft Azure VM and hosted servers. Expertise in MacOS and Windows Based Platform with Android & IOS Devices. Managing Clients Websites and Domains with hosted ERP applications used by the Company.

Setup complete Call Centre and Service desk support with cloud based PABX and SIP calls connected in Pakistan, Australia, New Zealand & Europe with Local Toll free support phone numbers with complete IVR.

2. Group IT Manager (Mid-Est & Africa) – LANDMARK Hotels LLC

www.landmarkzenath.com (Corporate Division)

www.ramadadeira.com (Ramada Deira Hotel by Wyndham)

www.landmarkhotels.com (Middle-East Hotel Division)

Working as Group IT Manager for LANDMARK Group full in-charge of Corporate Division, Hospitality Division, Real-estate & Investment, Engineering & Construction Division, Restaurants Division, Travel & Tourism
Handling IT team member of 8 people and supervising them for day to day operation
Handling Hotel IT System and F&B outlets System and Formulation and execution of IT policies and Internal Control System.
Primary responsibility in charge of IT Department and all the Business Division related to Owner.

Network Key Responsibility: -

Configuration of network devices (Cisco, Juniper, Palo Alto etc.) – Hands-on

In-depth practical knowledge of VLANs, STPs, VPNs, QoS, IPsec, OSPF, BGP, ACLs, WiFi (802.11x), HSRP, collaboration etc.

To manage the day-to-day network operations, network management/monitoring, network troubleshooting/verification, commissioning/decommissioning of VPNs, communication circuits including Point-to-Point circuits, WAN / MPLS circuits, Internet circuits, VPN over Internet Circuits, Leased Lines, DPLCs and IPLCs; reporting on specified KPIs, L2 and L3 protocols, routing, switching, firewalling, threat/defense systems etc.

- Configure and install various network devices and services (e.g., routers, switches, firewalls, VPNs,
- Perform network maintenance and upgrades including Network/Inter-Network Operating Systems,
- The design and implementation of new solutions and improving resilience of the current Infra.
- Monitor network uptime, network resources' utilization, trending, and capacity planning
- Provide Level 2 and Layer 3 support and troubleshooting to resolve Tier-1 till Tier-2 issues and implement security tools, policies, and procedures in conjunction with the Affinity Information Security department.
- Securing network and communication systems by establishing and enforcing policies and Implementing Access Control.
- Communicating with customers/clients around the globe via email, phone and video conferencing for initial network requirement capture, configuration, troubleshooting and commissioning
- Liaison with vendors and other internal IT personnel for issue/problem resolution
- Constant contact with Information Security Department to ensure seamless mitigation of security risks over Network and Communication infrastructure
- Monitoring network engineering performance and ensure system availability and reliability
- Ensure within established configuration and change management policies/practices, approvals and success of changes made to the network infrastructure.

3. Regional IT Manager – SOMEWHERE Hospitality Group www.somewhere-hotels.com

Regional IT Manager (Mid-Est & EST Europe)

Working as Regional IT Manager for Somewhere Hospitality Group and full in-charge of: -

2 Hotels in Dubai 450 Rooms | Somewhere Hotel Apartment -Deira | Somewhere Hotel TECOM 2
Hotels in KSA 200 Rooms | Somewhere Hotel 5 * KSA | Somewhere Hotel Apartment AL Asha 2
Hotels in Greece 150 rooms – Athens Somewhere Hotels & Resort Athens Greece.

- Primary responsibility for Opening New Hotel (IT Projects) as Project Manager
- Handling IT Department and supervising on 5 IT team members
- Implementation of Centralized Sky Bayan Cloud system for 5 hotels
- Giving full support to all the issues related to Opera PMS 5.3, Fidelio, Micros POS 9700 POS 3700, ResFront, AD Server.
- Implementation of software of ACE Financial System and attendance system.
- SQL Management 2014 for Centralized and Multi-Properties

Projects

- ** Website Designing and Implementation
- ** IT ERP System and online IT Support Ticketing System

IT & Computer Literature

- Window & OS
- MS Office Proficiency
- Email & Internet
- Web Designing and Development4
- IT Security and ERP

Training & Development

** Attended seminar for “VAT Treatment and Registration for Consumer Businesses in Ajman Saray Hotel”

** Attended Seminar for “VAT Implementation ERP Software @ NUF Chartered Accountant “

Languages

- English
- Arabic
- Urdu

Personal Information

Date of Birth 09-09-1982
Address Mirdif Dubai
Sex Male
Marital Status Married
Nationality Pakistani
Driving License Valid UAE

Declaration

I hereby assure that the above information furnished by me is true & correct to the best of my knowledge. I hope that the above mentioned particulars will meet your requirements and if given a chance to prove myself, I assure you that I will do the best to fulfill company's adjectives.

References

References would be provided on request/demand.

Proven Job Roles

- Making policy in Active Directory
- Windows 2000/2003 server, Active Directory and Group Policies
- HP Networking and integration of systems to PABX.
- Hardware/Software Service of computer system.
- DOS, VISIO. Installation of LAN/WAN designs.

4 Group IT Manager – Dubai Marine Beach Resort www.dxbmarine.com

I was working as Group IT Manager for Hotel & Resort and full In-charge for Chain of 3 F&B Restaurants; one is in Dubai, one in Fujairah and the last one is in Abu Dhabi named as Bikers Café. Additional to that I was taking care of the Owner Business for construction and food truck in all IT related inquiries.

- Main responsibility for all New Projects within the Group
- Handling Complete IT Department and supervising on 3 IT team members Implementation of SUN System and FBM system
- Implementation of CRM and IT Help Desk Ticketing System
- Giving full support to all issues related to Opera PMS 5.3, Fidelio, Front REST, O-Live & Micros POS 9700 and Info GeniusPOS Centralized Antivirus System
- Making IT Budgeting and Monthly Operational Reports • Ubuntu Firewall and Website Security System
- Maintaining the Daily backups.

5. IT Manager (Dubai IT Managed Service) – Jumeirah www.Jumeriah.com

In SBU Jumeirah Living World Trade Centre Managing 377 Rooms and Apartments for IT Services and Support to the guest.

Giving 24/7 support to the front office and Back office, Opera, Micros / Symphony, O-Live & O-Track HSI System, WIFI, Group Policy, FMC, SUN-Financial, VLAN, Microsoft Exchange, GSM.

System, AD server, HP Backup Server, Adecco System, Inventory System, Info Genius & Website

Designing and sales & Marketing update, TV System, IPTV system etc.

Giving IT related support to 5 Jumeirah Restaurant and Noodle Houses in Dubai (Urbino, Reventen Grill, Noodle Houses (Dubai Mall, Burjuman Centre, and DIFC Noodle House).

Copy Daily Backup and sending to the store daily for rotation for 45 days.

Managing Two towers of the hotel for Server room and IDF.

Responsibilities of making report for Profit and loss, Budgeting, Cost Controlling of the department. Working on new project and upgrading the system also making IT Monthly report for the department. Making Third Party Maintenance Contract.

6. IT Manager (KSA & UAE) – ACCOR Group www.accor.com

In Mercure Accor hotels with 124 room and apartments

RAID configuration and administration of Windows Enterprise Server installation, configuration and administration of Backup and disaster recovery of Security systems configuration and administration of SAN, NAS and storage solutions configuration and administration of Email systems / Lotus, Exchange configuration and administration Oracle Database installation and maintenance. SQL server database installation and maintenance.

My Key responsibility is as under: -

- Maintaining the Daily backups.
- Make policy in Active Directory. Windows 2000/2003 server, Active Directory and Group Policies
- Cisco networking and integration of systems to PABX.
- Hardware/Software Service of computer system.
- DOS, VISIO. Installation of LAN/WAN designs.

Technical Skills:

Including, but not limited to Linux / Red Hat Enterprise installation, configuration and administration of Cisco / Nortel / Avaya systems configuration and administration of WAN, LAN, Leased lines, ISDN, ADSL configuration and administration of Core switches, firewalls, proxies and routers configuration and administration TCP/IP, DNS, DCHP, NFS, FTP, NIS, Web Servers

Projects

- ** Business Budget and Forecast
- ** Analysis on Financial Ratio for a leading company.

IT & Computer Literature

- Window & OS
- MS Office Proficiency
- Email & Internet
- Web Designing & Development
- IT Security and ERP system

Training & Development

** Attended seminar for “VAT Treatment and Registration for Consumer Businesses in Ajman Saray Hotel”

** Attended Seminar for “VAT Implementation ERP Software @ NUF Chartered Accountant “

Languages

English 
Arabic 
Urdu 

Personal Information

Date of Birth 09-09-1982
Sex Male
Marital Status Married
Nationality Pakistani
Driving License Valid UAE

Declaration

I hereby assure that the above information furnished by me is true & correct to the best of my knowledge. I hope that the above mentioned particulars will meet your requirements and if given a chance to prove myself, I assure you that I will do the best to fulfill company's objectives.

References

References would be provided on request/demand.

Proven Job Roles

7 IT Administrator – Ramada Hotels

www.ramadaalkhobar.com

Working in Ramada Hotel& Suites in Saudi Arabia as an IT Administrator. My responsibility to monitor over all hotel and

Inter Billing system for Room guest, Fidelio/Micros server monitoring and troubleshooting.

Support to Front office and back of the office.

- To be in charge in the design, installation, and operation of the new IT Infrastructure including complimenting technologies and services
 - Software installation, maintenance and upgrades
 - Operating systems installation, maintenance and upgrades
 - Hardware installation, maintenance and upgrades
 - Network installation, maintenance and upgrades
 - Technical research, development and troubleshooting
 - Routine Systems administration and maintenance
 - Disaster recovery systems management
 - Security systems management
 - Systems documentation creation and management following established standards
 - Identification of process inefficiencies and proposal of alternative solutions
 - Identification of business inefficiencies and proposals of solutions processes
- Development and maintenance of Data Centre policies
- Training and mentoring team members
 - Other tasks that might be assigned by management

8. IT Officer – SERENA Hotels (Leading Hotel of theWorld)

www.serenahotels.com

Computer Programmer & Network Support (2 years) from 2006-2008

Experience on Microsoft Great Plains (MSGP), Opera/Fidelio/Micros and Back of the House

Manage the network for internet and MIS systems with different servers,

Supporting more than 200 users from Guest side and more than 100 users back office operation. Good experience on Linux operating system and handling back office more than 100 users network for internet sharing and securities

Thank you